



# EBT NEWS

County of Los Angeles  
Department of Public  
Social Services

Issue 11

JANUARY 2004

## EBT CARD CHANGES

EBT cards mailed by Citicorp will now have the embossed information in gold. This change was due to the problems voiced by participants, retailers and merchants that the embossed information was hard to read. There will be no change with the look of the EBT cards issued by the district offices, however.

The back of the EBT cards will have a new look too! The information on the back is the same but in different places (see the back of the card below).

### OLD LOOK



### NEW LOOK



## EBT IS HERE



### EBT CORNER: IS IT FACT OR FICTION?

- Participants must access benefits in the cash and/or Food Stamps account by the end of the month or they will be lost. Is this fact or fiction?

**Fiction.** Benefits (cash and/or Food Stamps) remain in the participant's account for access. Any benefits remaining in the account are carried over to the next month until they are accessed. It must be noted that benefits may be lost when there is **no debit activity** in 90 days and become dormant.

- Participants are entitled to benefits remaining in the account (cash and/or Food Stamps) once the case is terminated. Is this truth or fiction?

**Fact.** Participants are entitled to benefits in the account (cash and/or Food stamps) even though the case is terminated.

- Participants terminated with dormant benefits **will not** be able to access the dormant benefits if a re-application approval is before the dormant benefits are expunged. Is this fact or fiction?

**Fiction.** Dormant benefits are reactivated when the re-application is approved **and before** the dormant benefits become expunged.

## EBT NOTICES TO PARTICIPANTS

Notices to participants about EBT began in December and will continue for the next several months. The notices/ information will be mailed as follows:

Notice/Information	Group I	Group II
EBT is Coming/60 day (T03-08-1/T03-08-2)	Week of 11-24-03	Week of 12-22-03
Authorized Representative Information Update (T03-04-1/T03-04-2)	Week of 12-1-03	Week of 12-29-03
EBT is Coming/45 day (T03-08-1/T03-08-2)	Week of 12-8-03	Week of 1-5-04
EBT Cards	12-15 through 12-17-03	1-14 through 1-19-04
PINs	12-17 through 12-19-03	1-16 through 1-21-04
EBT Supplemental Training Material (EBT 2, EBT 23, TEMP 2214 and T03-11)	Week of 12-22-03	Week of 1-19-04
Look for your Card and PIN/30 day (T03-09-1/T03-09-2)	Week of 12-22-03	Week of 1-19-04
EBT Stagger Day Notice (EBT 1)	Week of 12-22-03	Week of 1-19-04
Direct Deposit Stagger (T03-10-1/T03-10-2)	Week of 12-29-04	Week of 1-26-04
EBT Book of ATMs, Stores and Farmers Markets (EBT 5)	Week of 1-12-04	Week of 2-9-04